

Complaint Policy

1. Introduction

1.1 Here at PSI2000, our aim is to provide high quality, customer focused services. One of the ways we can ensure our customers are satisfied is to listen to their feedbacks, concerns and complaints and act responsibly. We recognise that complaints provide valuable information and help us to engage with our customers, understand their concerns and learn how to continually improve our customer service provisions.

1.2 This policy sets out a clear and fair procedure by which we manage customer comments and complaints. Information collected during a complaint procedure will be handled sensitively and is only shared with those who need to know about it in line with Data Protection requirements. We accept anonymous complaints and same procedure is applied to them, however the outcome of the complaint cannot be provided to the complainant.

1.3 We will ensure that all our employees are trained adequately to receive customer's feedbacks or complaints in a professional manner and are responsible for complying with the standards set in this policy.

2. Procedure

2.1 A Complaint is an expression of dissatisfaction about the standard of the service provided by PSI2000. A complaint can be raised by telephone, email or letter.

2.2 Telephone Complaints will be acknowledged immediately and complaints received by email or post will be acknowledged within 3 working days. The complaints that are more straightforward and require limited or no investigation will be addressed at this stage.

2.3 All complaints will be recorded and the service area that the complaint has been made about will be informed.

2.4 Majority of complaints will be responded to within 5 working days and a full investigation report is provided to the complainant on the outcome of the complaint and the reasons for that outcome. The investigation officers will take the following measures into consideration:

2.4.1 Facts surrounding the complaint

2.4.2 Complainant desired outcome

2.4.3 Sensitivity of the complaint

2.4.4 Legal obligations

2.4.5 Contractual terms

2.5 If the complaint is complex in nature and is likely to take longer to resolve, the investigation officer will inform the complainant about the scale of the delay.

2.6 Where the complainant is not satisfied with the outcome, they have the right to appeal against the decision. The appeal must be made in writing and within 5 working days of receiving the result of the complaint.

2.7 The appeal request will be assigned to a more senior team of investigation officers including MD, and they will be responsible to re-examine the case. This may involve speaking to the person or the team who dealt with the case previously. The outcome of the appeal will be released within 10 working days and the decision at this stage is final.

2.8 If the complainant is still not satisfied, they can contact the Financial Ombudsman Service and seek an independent investigation.

3. Complainant's Responsibility

3.1 Make their complaint within 8 weeks of the issue arising.

3.2 Explain the problem as clearly and as fully as possible without using abusive language.

3.3 Allow PSI2000 a reasonable time to deal with the complaint.

4. Improvement Measures

4.1 PSI2000 continuously monitors its complaint management system to ensure its effectiveness in responding and resolving the complaints.

4.2 We recognise and reward exemplary complaint handling by our employees.

4.3 Complaints are reviewed annually to identify any trends that may need further action or change in policy.

5. Contact Us

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